

RAC Program Stakeholder Engagement Meeting

Colorado Department of Health Care Policy & Financing
February 1, 2024

Panelists

Bart H. Armstrong, Esq.

Fraud, Waste, and Abuse (FWA) Division Director, HCPF

Alyssa M. Gilger

Recovery Audit Contract (RAC) Section Manager, HCPF

Prismar N. Perez

Contract Audit Operations (CAO) Unit Supervisor, HCPF

Meghan Morhauser

Recovery Audit Contract (RAC) External Communications Liaison, HCPF

Lydia Clark

Contingency-Based Contract Manager and Fiscal Specialist, HCPF

Chantal Kalisch

Colorado RAC Senior Program Manager, HMS

Agenda

- Recap: November 2023 Meeting
- HB23-1295 RAC Provider Advisory Board
- The Role of the Medicaid RAC
- Payments to HCPF for RAC Findings
- HMS Colorado RAC Provider Portal
- Colorado RAC Transparency Projects
- Upcoming Training Opportunities
- Q & A

Recap from the Previous Meeting

Presented by: Bart Armstrong, HCPF



November 2023 Recap: Comments and Questions

Inpatient Rebilling Pilot Program Status: In Progress

- Inpatient rebilling is taking place (manually claim by claim)
- Permanent solution tentatively slated for July 2024
 - ❑ Rebilling is only related to inpatient/outpatient claim conversions
 - ❑ All other claims are reduced/repriced according to the payment methodology

Provider Comments and Questions:

- Any questions related to specific cases have been resolved
- Cases in appeal have to be addressed in the correct forum
- Specific audit updates will be communicated via all of the following methods:
 - ❑ Letters to providers
 - ❑ Email blasts
 - ❑ On our website
 - ❑ In stakeholder meetings, once all specific details have been addressed

Other items, suggestions and related questions from the November 2023 meeting are being covered today



November 2023 Recap: OSA Audit and HB23-1295 Details

OSA Audit Status: In Progress

- OSA has visibility of the timelines and oversight of the contract with BerryDunn
- HCPF does not have a definitive date when this audit will be concluded

HB23-1295 Main Changes for HCPF/RAC

- Reporting on the HCPF RAC website of audit activity
- Quarterly Stakeholder Engagement meetings
- Quarterly Provider Advisory Board meetings
- Quarterly RAC training
- Publishing of RAC contract & oversight information
- OSA Audit of the Medicaid RAC Program

House bill [HB 23-1295](#) is posted on our website for reference



HB23-1295 RAC Provider Advisory Board

Presented by: Meghan Morhauser, HCPF



HB23-1295 RAC Provider Advisory Board Members

Metro & Rural Hospital Members

- Dr. Derek Braun, MD, Banner Health
- Shana Steckler, Denver Health
- Kathryn A. Zeller, UCHealth
- Michelle Gay, San Luis Valley (SLV) Health

Durable Medical Equipment Member

- Jennifer Wilmington, Columbine Medical Equipment

Independent Provider

- Barbara Quissell, MD, Retired, Neonatal experience

Home Health, LTC, SNF, HCBS & Hospice Members

- Kristin Wildrop, Nursing & Therapy Services of Colorado, Inc.
- Jan Arnott, RN, Home Health & Hospice

Radiology Members:

We have an open seat
Further information to
come



HB23-1295 RAC Provider Advisory Board Members

HCPF Board Members

- Prismar Perez, Contractor Audit Operations Unit Supervisor (RAC)
- Alex Weichselbaum, Primary & Ancillary Care Section Manager (Policy)

HMS Board Member

- Chantal Kalisch, HMS Colorado RAC Program Manager

Attendees may include other representatives as needed or requested by the board



HB23-1295 RAC Provider Advisory Board Meetings for 2024



- Quarter 1- Thursday, March 14, 2024
1pm-4pm
- Quarter 2- Thursday, June 27, 2024
1pm-4pm
- Quarter 3- Thursday, August 22,
2024 1pm-4pm
- Quarter 4- Thursday, December 12,
2024 8am-11am

Topics discussed at the RAC Provider Advisory Board meetings will be addressed in these quarterly stakeholder meetings

The Role of the Medicaid RAC

Presented by: Alyssa Gilger, HCPF



Our role: Medicaid Program Integrity

What we do for Program Integrity:

- RAC is the Program Integrity resource to identify the “Waste” part of Fraud, Waste and Abuse
- RAC conducts post-payment reviews of medical paid claims to correct past overpayments or past underpayments
- RAC helps to identify system errors, billing issues or trends to help other areas of HCPF to close the loop on future overpayment issues

What we do not do for Program Integrity:

- Fraud Investigations
 - ❑ If Fraud or Abuse are suspected, it is referred to the appropriate agency
 - ❑ If you suspect or want to report fraud please go to: <https://hcpf.colorado.gov/fraud-waste-and-abuse>



Authority: 42 CFR 455.502



Our role: RAC Program and Audits Education

What we do for Provider Education:

- Conduct RAC audit training to ensure providers know about
 - Timelines of an audit
 - Exit conference expectations (complex audits)
 - Provider rights and responsibilities
 - HCPF and HMS rights and responsibilities
 - Who to contact for issues, updates or for more information
 - Utilizing the HMS Colorado RAC Provider Portal
- Provide rules, resources and regulations, historically
- Publish RAC training materials, infographics, FAQs and policy memos, as needed

What we do not do for Provider Education:

- Claims processing training for current provider billing issues
- Provide guidance for current benefits and policy clarifications

Authority: 42 CFR 455.508(d)

Our role: Customer Service

What we do for Customer Service:

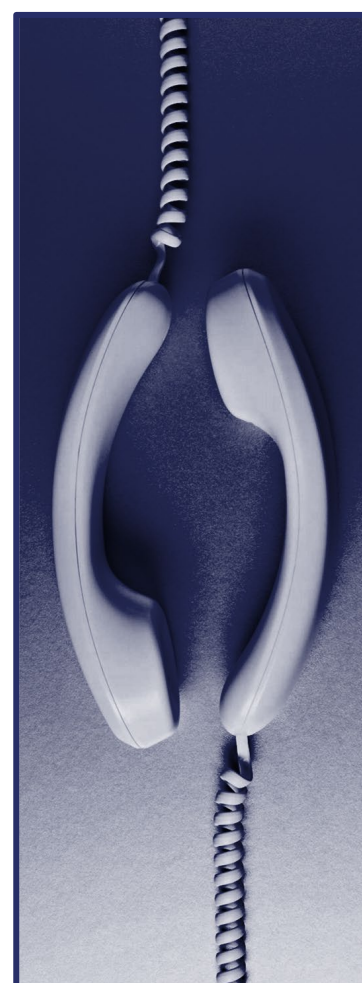
- HMS Provider Services (M-F 8:00 a.m. to 5 p.m. Mountain Time): (877) 640-3419
- HMS Provider Services email: CORAC@hms.com

Provider Services Include:

- HMS Colorado RAC Provider Portal issues, questions or help
- Exit Conference Scheduling
- HMS Colorado RAC Provider Portal access to review and upload documents
- Answer questions related to claims review status

What HCPF cannot do for Customer Service:

- Work outside the audit process
 - Claims or case specific issues emailed to HCPF will be forwarded to HMS
 - HCPF cannot answer case or claim specific questions without causing significant delays
 - HCPF does have reporting and oversight of all HMS provider service activities



Our role: The Auditor



What HMS's Role is:

- Intake and review of medical records
- Clinical claims reviews
- Automated and medical coding claims reviews
- Applying rules, laws and regulations specific to each audit
- Identify historical claims billing problems to correct the payments to providers

What HCPF's Role is:

- Approve each and every notice that is sent to providers
- Oversight of the daily operations
- Coordination of audits
- Payments
- Communicating RAC specific information
- Contract oversight

HCPF Provider Resources: Non-RAC Roles

Medicaid claims billing training:

- [HCPF claims billing training](#)
- [Provider quick guides](#)

Claims denials, client eligibility, provider enrollment and billing questions:

- Gainwell Provider Services (Not HMS): 1-844-235-2387 (M-F 7:00 a.m. - 5:00 p.m.)

Policy and Benefits Clarifications:

- [Provider Billing Manuals](#)
- [Provider Bulletins](#)
 - ❑ Policy/Program Staff are listed in the billing manuals and bulletins (online)

Help from [HCPF Provider Field Representatives](#):

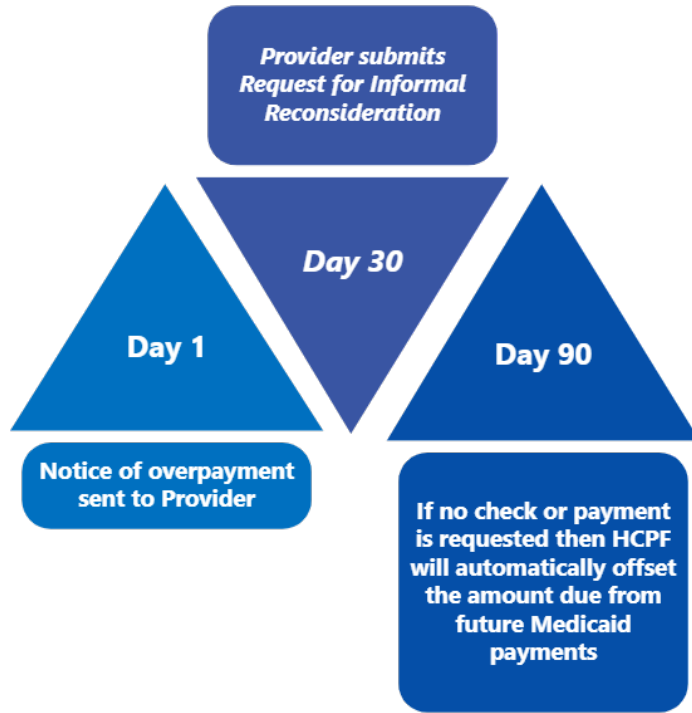
- Technical assistance for the Provider Web Portal
- Provider enrollment
- Billing and claims
- Electronic Data Interchange
- Understanding and reconciling the remittance advice

Payments to HCPF for RAC Findings

Presented by: Lydia Clark, HCPF



Audit and Payment Timeline without Informal Reconsideration or Appeal

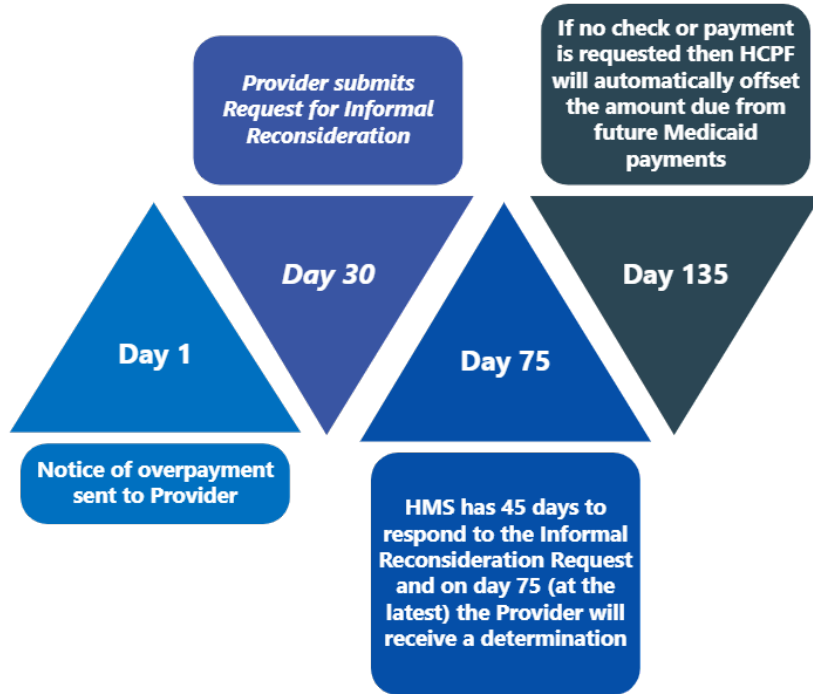


- If a provider does not request an informal reconsideration or file an appeal, payment is due on day 90
- If a payment plan request, offset request or check is not received by day 90, HCPF will automatically offset the amount due from future Medicaid payments

Authority: 10 CCR 2505-10, Section 8.076.3. “Recovery of Overpayments”

Audit, Informal Reconsideration & Payment

Timeline



- If a provider intends on submitting an informal reconsideration (IR) request to HMS, the payment is due to HCPF by day 135
- If a payment plan request, offset request or check is not received by day 135, HCPF will automatically offset the amount due from future Medicaid payments

Authority: 10 CCR 2505-10, Section 8.076.3. “Recovery of Overpayments”

Payments made by Check to HCPF

Please make sure all RAC related checks are mailed to the address on the demand letter:

HCPF PICO
PO Box 5143
Denver, CO 80217

- Checks that are mailed in more than 60 days past the due date run the risk of a duplicate recoupment because an offset has already occurred
- If a late check may be mailed in, please contact hcpf_corachcpf@state.co.us to see if an offset has already been set up for the case



Necessary Information Needed for Sending in Payments

To ensure that checks are applied appropriately, it is necessary to include:

1. The original demand letter
2. The RAC case number on the comment/memo section of the check

Checks without this result in:

- Lack of closing your case file & reporting of outstanding balance
- Erroneous recoupments

HCPF and HMS are working on functionality within the HMS Provider Portal to give providers better tools to reconcile RAC related recoupments

More to come in the upcoming months



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HMS Colorado RAC Provider Portal

Presented by: Chantal Kalisch, HMS



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HMS Provider Portal: My Workload

View all claims that are waiting for your response

The screenshot displays the HMS Provider Portal interface. The top navigation bar includes the 'portal' logo, 'Provider Portal', and a 'TAKE A TOUR OF WHAT'S NEW' button. A sidebar on the left lists navigation options: My Workload (selected), Dashboard, Provider Communicat..., Letters, Claims, Bulk Document Upload, New Access Request, and Reports & Documents. The main content area is titled 'Medical Record Request Notification / PI Demo Client'. It features a 'Letter Type' filter set to '1' and 'Letters' set to '2'. A search bar is available for 'Provider Name/Number, Letter Reference Number'. The data is presented in a table with the following columns: Provider Name & No., Letter Reference Number, Sent Date, and Claims. Each row includes a 'View Claims' link and a progress indicator (a green circle with a percentage).

Provider Name & No.	Letter Reference Number	Sent Date	Claims
Displayname3314 0006190135	0006190135-35	Apr 12, 2018	7/321 ① View Claims
Displayname3314 0006190135	0006190135-27	May 16, 2018	4/43 ① View Claims
Displayname3314 0006190135	0006190135-35	Feb 28, 2018	2/321 ① View Claims
Displayname3314 0006190135	0006190135-35	Apr 13, 2018	2/321 ① View Claims
Displayname3314 0006190135	0006190135-35	Apr 27, 2018	2/321 ① View Claims
Displayname3314 0006190135	0006190135-35	May 1, 2018	2/321 ① View Claims



View a Specific Claim

Select a claim and it will reference the specific details, as well as show you any letters for that claim

The screenshot displays a web interface for viewing a specific claim. The main content is divided into two sections: 'Claim Details' on the left and 'Letters' on the right.

Claim Details

Patient Details		Service Details	
Patient Name First Name Last Name	Date Of Birth Oct 28, 1991	Date Of Service May 9, 2019	Procedure Code 12345
Sex F	Patient Control No. 1234567890	Case Number ---	Client Case Number ---
Medical Record Number ---			

Provider Details		Client Details	
Provider Name & Provider No. Display Name 1234567890	NPI 1234567890	Name (123) Colorado	

Payment Details		Readmission Details	
Paid(\$) \$189.14		Edit Type Correct Coding - NCCI	

Letters | Documents | Activity

Sort by: Newest to Oldest ▼

- Rebuttal No Action**
Received Date: 7/11/23
Reference Letter Name: 1234567890- Rebuttal No Action-07-11-2023
- Overpayment Notification**
Received Date: 4/24/23
Reference Letter Name: 1234567890- Overpayment Notification 04-24-2023



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Attach and View Documents

Attach documents to the specific claim and view any documents already attached

[← Claim Details](#)

Patient Details	Service Details
Patient Name First Name Last Name	Date Of Birth Oct 28, 1991
Sex F	Date Of Service May 9, 2019
Medical Record Number ---	Procedure Code 12345
	Patient Control No. 1234567890
	Case Number ---
	Client Case Number ---

Provider Details	Client Details
Provider Name & Provider No. Display Name 1234567890	NPI 1234567890
	Name (123) Colorado


Payment Details	Readmission Details
Paid(\$) \$189.14	Edit Type Correct Coding - NCCI

Letters **Documents** Activity

Note: The System may auto correct the Document Type after processing it

Select files... Drop files here to upload

Sort by **Newest to Oldest**

 [SP123_SP123_NCLT_RB_12345678_123456789P123456789_MS123_CO_pdf](#)

Type: **Rebuttal**

Posted Date: 5/8/23

Notes:

FTP **Attached** **Received: 5/8/23**

Reference Name: **123456789012- Rebuttal-05-08-2023**



Claims Activity

View the current status of the claim

Claim Details

Patient Details	Service Details
Patient Name First Name Last Name	Date Of Birth Oct 28, 1991
Sex F	Date Of Service May 9, 2019
Medical Record Number ---	Procedure Code 12345
	Patient Control No. 1234567890
	Case Number ---
	Client Case Number ---
Provider Details	Client Details
Provider Name & Provider No. Display Name 1234567890	NPI 1234567890
	Name (123) Colorado
Payment Details	Readmission Details
Paid(\$) \$189.14	Edit Type Correct Coding - NCCI

Letters Documents **Activity**

Refresh

Filter by All

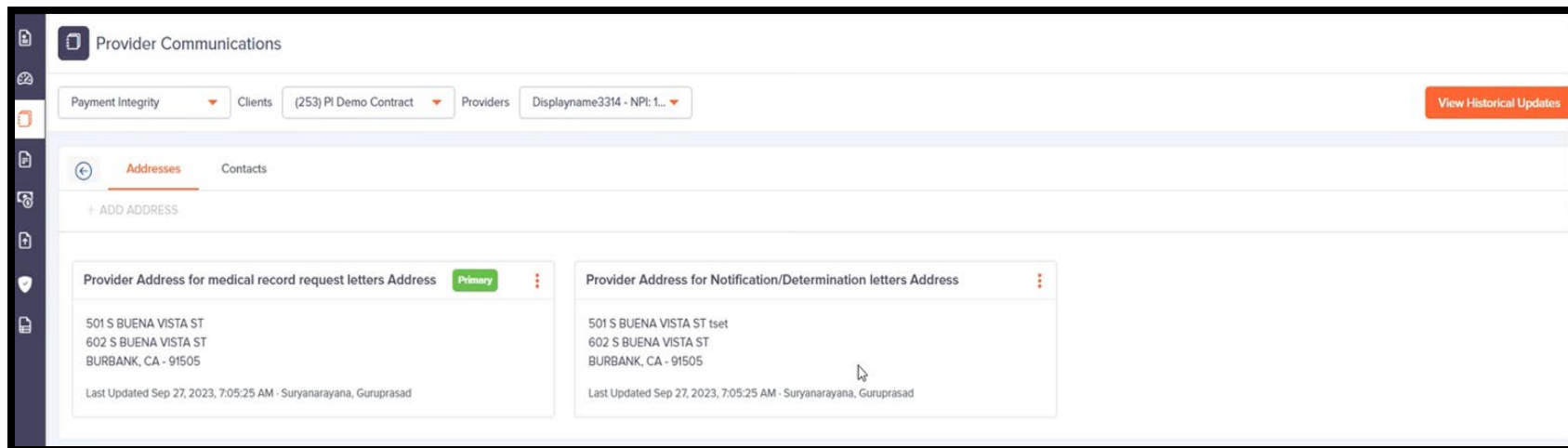
Add more notes... Save

- Jun 27, 2023 6:30 AM **Overpayment Identified- First Level Dispute Rcvd**
User: System
Type: Claim Status
- May 11, 2023 6:32 AM **Dispute Extension Granted**
User: System
Type: Claim Status
- Apr 22, 2023 6:32 AM **Overpayment Identified**
User: System
Type: Claim Status



Update Address Information

- Addresses and Contact- Allows providers to update the mailing and contact information +ADD ADDRESS



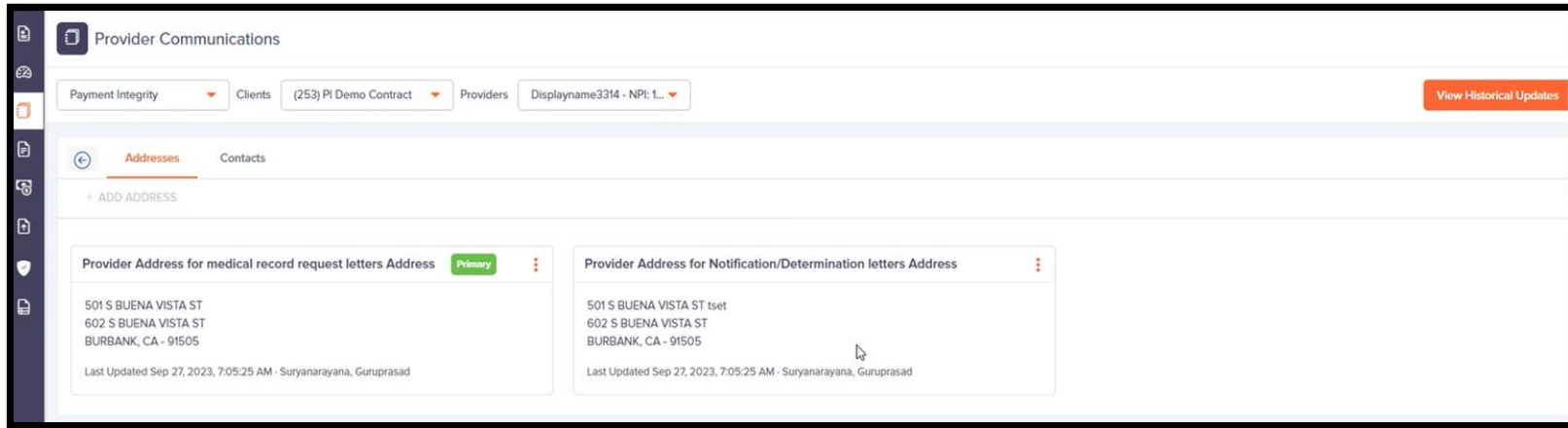
The screenshot displays the 'Provider Communications' interface. At the top, there are filters for 'Payment Integrity', 'Clients' (set to '(253) PI Demo Contract'), and 'Providers' (set to 'Displayname3314 - NPI: 1...'). A 'View Historical Updates' button is located in the top right corner. Below the filters, there are two tabs: 'Addresses' (selected) and 'Contacts'. Under the 'Addresses' tab, there is a '+ ADD ADDRESS' button. Two address cards are visible, both containing the same address: '501 S BUENA VISTA ST, 602 S BUENA VISTA ST, BURBANK, CA - 91505'. The left card is labeled 'Provider Address for medical record request letters Address' and has a green 'Primary' tag. The right card is labeled 'Provider Address for Notification/Determination letters Address'. Both cards show a timestamp: 'Last Updated Sep 27, 2023, 7:05:25 AM - Suryanarayana, Guruprasad'.

- Updating Addresses - When updating the addresses, providers should only utilize 2 Address Types:
 - Provider Address for medical record request letters Address- All medical record requests will be mailed to the address provided under this Address Type
 - Provider Address for Notification/Determination letters Address- All notifications such as findings and appeal determinations will be mailed to the address provided under this Address Type



Update Contact Information

- Contacts- Allows providers to update the Contact information by using + ADD



The screenshot displays the 'Provider Communications' interface. At the top, there are filters for 'Payment Integrity' (set to '(253) PI Demo Contract'), 'Clients' (set to 'Displayname3314 - NPI: 1...'), and 'Providers'. A 'View Historical Updates' button is located in the top right corner. Below the filters, there are tabs for 'Addresses' and 'Contacts'. Under the 'Addresses' tab, there is a '+ ADD ADDRESS' button. Two address cards are visible:

- Provider Address for medical record request letters Address** (Primary):
501 S BUENA VISTA ST
602 S BUENA VISTA ST
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602 S BUENA VISTA ST
BURBANK, CA - 91505
Last Updated Sep 27, 2023, 7:05:25 AM - Suryanarayana, Guruprasad

- Updating Contacts- The contact information will be used by the Provider Relations Team when they are doing their courtesy call outs. Providers should only utilize 2 Contact Types:
 - Provider Contact for medical record request letters Contact- All medical record requests will be mailed to the address provided under this Address Type
 - Provider Contact for Notification/Determination letters Contact- All notifications such as findings and appeal determinations will be mailed to the address provided under this Contact Type

Provider Support



**HMS Provider
Relations Line**

(877) 640-3419

**Provider Education
Website:**

<https://resources.hms.com/state/colorado/rac>



**Letter
inquiries**



**Process
questions**



**Claim status
verification**



**Monday through Friday
8 a.m. to 5:00 p.m. MST**



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Colorado RAC Transparency Projects

Presented by: Prismar Perez, HCPF



Colorado RAC HCPF Communications Updates

Colorado RAC Clarifications and Suggestions Box

- Dedicated RAC HCPF Communications Liaison will monitor
- Automated received response for providers
- Automated status response and next steps for providers

HCPF RAC emails, queued worklists and forms for:

- Payment requests and details
- Escalations
- General questions/inquiries



Our goal is to have swifter and more transparent communications from the RAC HCPF team for providers

Colorado RAC Dynamic Auditing

Similar to Medicare, RAC Additional Documentation Requests (ADR), HCPF and HMS are working to create the methodology for Dynamic Auditing



What this means for billing providers:

- If the trends of audit findings decrease, RAC will lower claims limits
- If the trends of audit findings increase, RAC will add to the claims limits
- Tiers and limits will be updated and published each state fiscal year (July 1st-June 30th)

Each of these updates and enhancements will be announced via email blasts, in stakeholder engagement meetings and published on our website



Colorado RAC Claims Adjustments

Coming in 2024-2025:

- Claims in a RAC audit will be locked unless approved for rebilling or repricing
- Claims specific audit tracking
- Adjustments from a RAC audit will be shown on remittance - specific to the claim and patient



Our Goal:

Help providers and billers to identify claims in audits, adjustments and recoupments saving everyone time

Upcoming Training Opportunities

Presented by: Meghan Morhauser, HCPF



Upcoming Colorado RAC Stakeholder Meetings

RAC Stakeholder Meetings

- Thursday, May 2, 2024 12pm-1pm MST
- Thursday, August 1, 2024 12pm-1pm MST
- Wednesday, November 13, 2024 12pm-1pm MST
- Wednesday, February 12, 2025 12pm-1pm MST
- Wednesday, May 14, 2025 12pm-1pm MST
- Wednesday, August 13, 2025 12pm-1pm MST



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Upcoming February 2024 HMS Colorado RAC Training

Colorado Complex RAC Audits currently include:

- Inpatient RAC Audits
- Physician Administered Drugs and Enterals RAC Audits

When: Tuesday, February 20, 2024 2pm-3pm MST, [Register Today](#)

HMS Colorado RAC 101: Complex Audit training includes:

- Timelines of a complex audit
- Exit conference expectations
- Provider rights and responsibilities
- Utilizing the HMS Colorado RAC Provider Portal (not InterChange)
- Who to contact for issues, updates or for more information



Colorado Provider Training Opportunities

HMS Colorado RAC Training:

Complex Colorado RAC Audit Training

- Tuesday, February 20, 2024 2pm-3pm MST
- Wednesday May 15, 2024 11am-12pm MST

Complex Hospice Colorado RAC Audit Training

- **Thursday, March 13, 2024 1pm-2pm MST**
- Tuesday, June 18, 2024 2pm-3pm MST

Automated Colorado RAC Audit Training

- Tuesday, April 16, 2024 10am-11am MST

HMS RAC trainings are scheduled monthly and always available online at your convenience on the [HMS Colorado RAC Website](#)

HCPF Provider Billing Training:

Professional Claims (CMS 1500)

- Thursday, February 8, 2024 9:00am-11:30am MST

Institutional Claims (UB-04)

- Thursday, February 22, 2024 9:00am-11:30am MST

Provider Billing Training is scheduled monthly and registration and information can be found on the [HCPF Provider Resources webpage](#)





Q & A

